

**Please note that two forms of current valid identifications are required and one must be a current state or federal picture ID. This requirement is for all transaction including initial enrollments, renewal, and DEERS updates.**

The Fort Jackson ID card Offices located in rooms 109/200 and operates on an appointment only basis Monday-Friday, 0945-1600, in 15-minutes increments. Walk-in hours are 0800-0930, Monday-Friday. Depending on availability, same day appointment can be made by calling: 751-7731. All ID card appointments are made on line by utilizing the ID card Appointment Scheduler at: <https://rapids-appointments.dmdc.osd.mil>. Please schedule one appointment per customer.

**Note: Every third Tuesday of the month, all DHR offices are closed for mandatory training from 0730-1000, and closed for all Federal Holidays.**

Appointments are not required for customer needing to update/enroll family members into DEERS, pin-reset, or to obtain a printed DD Form 1172-2. The above listed services will be provided on a walk-in basis throughout the normal business hours. For additional information, please call (803) 751-7731 during normal business hours to speak with a customer service representative.

- Room 109 primarily service: Retirees, Family Members, and DAV
- Room 114 service: Students and Soldiers in Training
- Room 124 service: pin-reset for Students and Soldiers in Training
- Room 200 primarily service: Active and Reserve Soldiers, Contractor, DOD, Volunteers (CVS) employees requiring a CAC card; please provide proper documentation.

**Department of Defense/Contractor Employees:** Be aware, it may take up to 72 hrs or longer to completely process into the RAPIDS/DEERS system. DD Form 1172-2 is required for initial issuing of a CAC card.

**Contractors:** CAC information will be entered into DEERS through CVS. Please contact your POC to ensure that the information has been updated.

### **Initial Enrollment**

The sponsor must be present or a current DD Form 1172-2 signed by the sponsor or a General Power of Attorney must be presented.

\* Original or true court certified copies of required documents must be presented.

\* Only DD Form 1172-2 generated from the DEERS/RAPIDS system can be faxed from another DEERS office to this office.

**Enrolling a New Spouse:** Required documents include original or true certified marriage certificate, birth certificate, Social Security card and all Divorce Decrees of the Sponsor/Spouse (if applicable).

**Enrolling Newborns:** Required documents include original long form birth certificate, hospital proof of birth and Social Security card (if received).

**Single father-** Birth certificate showing the sponsor's name and Voluntary Acknowledgement of Paternity from the state your child born in or completed approved Dependency Package and children born out of wedlock (DD Form 137-4) are acceptable documents.

**Stepchildren:** Required documents include original marriage certificate, long form birth certificate showing mother/father names, and Social Security card.

**Wards and Foster Children:** Required documents include original or true certified copy of court documentation stating legal and physical custody showing the child has been placed in the sponsor's custody for at least 12 consecutive months, birth certificate and Social Security card.

**ID card Renewals**

Sponsor must be present or current DD Form 1172-2, signed by the sponsor or a General Power of Attorney must be presented. Original or true court certified copies of required documents must be presented.

**Sponsor or Spouse:** two (2) forms of valid identification (not damage). If turning 65 a medical care card is required.

**Children: (10yrs to 20yrs)** one form of identification.

**Children (21yrs to 23yrs)** two (2) forms of valid identification (not damage), must present a current letter from the school registrar's office stating that the individual is a full time student and his/her beginning and expected graduation date.

**Active Duty Retirees:** Required documentation includes final copy of the DD Form 214 (copy 4), retirement order, and two (2) forms of current identifications.

**Reserve Retirees with 20 years of service:** Required documentation 20 year retirement orders/letter, and 2 forms of current identifications.

**Reserve retiree at age 60 years of age:** Required documentation includes retirement letter at age 60, and 2 forms of current identifications.

**Dependency Package:** packets are located in room 109, 5450 Strom Thurmond Bldg. Children born out of wedlock, Incapacitate children over the age of 21 and Parent or parent-in-law

**Types of disenrollment and required documents:**

\* Death of sponsor/spouse: Death certificate

\* Divorce: original or true certified copy of the final divorce decree. Note: Retirees, please bring your DD Form 214 (copy 4) or statement of services.

\* Children under the age of 21 years of age: original or true certified marriage certificate, enlistment contract/oath of office or court order emancipation.

\* Ward or Parent-in-Law: Sponsor must request disenrollment.